

AMENDMENTS TO THE SPECIFICATION:

Please replace the paragraph on page 5, spanning lines 26-28, with the following paragraph:

~~FIG. 2 is~~ Figures 2A, 2B illustrate exemplary flowcharts of methods of the present invention operable to achieve the desired quality-of-service in accordance with customer ID information associated with the requesting Web client process.

Please replace the paragraph on page 7, spanning lines 7-26, with the following paragraph:

~~FIG. 2~~ Figure 2A is a flowchart describing methods operable within the server computing node in accordance with the present invention. In particular, element 200 through 208 described operation of a typical Web server process operable to receive and process Web browser client requests received from the Internet (or received from internal intranets). Element 200 is first operable to await receipt of a request from a client process. As noted above, such requests may comprise simple requests to retrieve and return contents of an identified HTML web page or may comprise more complex requests requiring substantive data processing. Element 202 therefore determines whether the received request is such a simple request or a more complex request. If the received client request is a simple request (i.e., a simple request to retrieve and return the HTML content of an identified Web page), element 204 is operable to process the simple request within the server process main thread. Specifically, element 204 retrieves the HTML content of the Web page

identified by the URL supplied in the client request and returns the retrieved HTML content to the requesting client process. Processing within the Web server then continues by looping back to element 200 to await receipt of a next request from a Web browser client process. Those skilled in the art will recognize a variety of client requests that may be handled by a single main thread of the Web server process. Retrieving and returning the content of an identified Web page is merely intended as exemplary of such a simple request.

Please replace the paragraph on page 9, spanning lines 6-20 with the following paragraph:

Elements 220 through 224 of ~~FIG. 2~~ Figure 2B describe the processing of the resource monitor operable within the server computing node to monitor and adjust resource utilization in accordance with customer ID information associated with each child process. In particular, elements 220 through 224 are iteratively operable to periodically monitor and adjust resource allocation within the server computing node. Element 220 is first operable to evaluate the resource utilization of the next presently active child process. Such evaluation is generally performed by gathering statistical data maintained within the computing node's operating system. The specific resource utilization data and API functions used to access such data from the operating system are unique to each particular operating system but generally known to those skilled in the art and familiar with system programming on each such operating system. In general, most present operating systems provide API functions to access at least CPU utilization data, main memory utilization data, and disk

bandwidth utilization data. Other operating systems provide further resource utilization parameters and may provide such data in a variety of formats.